

On March 10, 2004 George L. Lyon, Jr., on behalf of Hands On Video Relay Services, Inc. discussed the pending item regarding reconsideration of the interim Video Relay Service compensation rate with Jessica Rosenworcel, attorney advisor for Commissioner Copps. In addition to discussion of the status of the item, there was a discussion concerning the adverse affect the rate is having on Hands On, its employees, and on the deaf and hard of hearing community, including slow answer speeds, excessive work schedules for video interpreters and dropped calls. On March 11, 2004, Mr. Lyon followed up that discussion by emailing Ms. Rosenworcel certain call center data to document the adverse effects the interim VRS rate is having. Confidential treatment of that data pursuant to the Commission's rules and applicable exceptions to the Freedom of Information Act is requested of that data due to its sensitive competitive and proprietary nature.